

Public Service Employee Survey

Office of the Chief Human Resources Officer, Treasury Board of Canada Secretariat
2002

Background:

Objective

- To seek the opinion of Canadian public service employees on a variety of workplace issues and follow up on the first survey conducted in 1999

Method

- Survey conducted in May and June 2002 by Statistics Canada
- Survey completed by 95,000 federal employees; 57.8% response rate

Survey Results Highlights:

Workplace Satisfaction

- 84% - believe their organization is a good place to work
- 95% - committed to organizational success
- 91% - proud of their work
- 76% - know where to go for help in resolving ethical dilemmas

Client Service

- 73% - think their work unit has clearly defined client service standards
- 77% - can adapt services to meet client needs

Workload and Work-Life Balance

- 87% - satisfied with current work arrangements
- 67% - can usually balance personal, family and work needs
- 25% - think career progress affected by conflict between work and family

Staffing and Retention

- 78% - believe that the right people are hired
- 45% - think staff turnover is a problem

Training and Learning

- 75% - receive needed training
- 33% - think inadequate access to learning adversely affected careers

Career Development

- 78% - satisfied with careers
- 56% - believe their department supports employee career development well
- 40% - think inadequate access to development assignments adversely affected careers

Fair Treatment

- 89% - agree that every individual is accepted as an equal team member
- 84% - think their organization treats them with respect
- 65% - believe the process of selection for a position is fair

Immediate Supervision

- 78% - can count on their immediate supervisor to keep promises
- 71% - receive adequate recognition when they do a good job

Senior Management

- 50% - believe senior management will try to resolve concerns raised in this survey
- 36% - believe senior management has progressed toward resolving issues raised in the previous survey
- 42% - disagree that senior management effectively shares information

Harassment and Discrimination

- 21% - have been victims of harassment
- 17% - have been victims of discrimination
- 69% - agree that their department works hard to prevent harassment and discrimination

Official Language

- 92% - agree that materials provided for work are available in their official language of choice

Conclusion:

Some workplace issues have improved since the last survey, but there is still room for improvement in others. Areas of concern are learning, career development, general support, and harassment. However, most employees believe that their organizations treat them with respect.

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